



Maintenance Survey Checklist

June 2016

Introduction

This document has been developed to assist in your preparation for a Department of Defense (DOD) survey. It is the same checklist we will use during performance of your survey. Detailed explanations of our expectations are provided where necessary.

Items followed by an (**) symbol, are common areas for findings. All requirements listed herein are rooted in the Code of Federal Regulations (CFRs) and the DOD Commercial Air Carrier Quality and Safety Requirements and are not intended to replace either. This checklist will be available to carriers via the DOD Commercial Airlift Division public website <http://www.amc.af.mil/Home/AMC-Commercial-Services>. A word version of this checklist will be available upon request. The page format was recently changed and now has each of the respective 12 rated areas grouped together. This should allow for easier printing and distribution of each section. This checklist has been revised significantly.

** If completing this checklist in preparation for a DOD survey, please provide program description in addition to the yes/no answer.

Should you have any questions or comments concerning this document, please contact us at: (618) 229-4343, fax (618) 256-5937.

1. MANAGEMENT	YES	NO	N/A								
<p>A. Are there clearly defined lines of management authority?</p> <p><i>Applicable manuals include concise job descriptions and definitive lines of authority.</i></p>											
<p>B. Is there sufficient management staffing to support carrier maintenance operations?</p> <p><i>CFR Part 121 – Reference CFR 119.65</i> <i>CFR Part 135 – Reference CFR 119.69</i></p>											
<p>C. Personnel with aviation credentials and experience fill key management positions?</p> <p>Maintenance Management/Managers experience:</p> <table border="0"> <tr> <td><u>Aviation Industry Experience:</u></td> <td><u>Company Experience</u></td> </tr> <tr> <td>DOM _____</td> <td>DOM _____</td> </tr> <tr> <td>DQA _____</td> <td>DQA _____</td> </tr> <tr> <td>CI _____</td> <td>CI _____</td> </tr> </table> <p><i>CFR Part 121 – Reference CFR 119.67</i> <i>CFR Part 135 – Reference CFR 119.71</i></p>	<u>Aviation Industry Experience:</u>	<u>Company Experience</u>	DOM _____	DOM _____	DQA _____	DQA _____	CI _____	CI _____			
<u>Aviation Industry Experience:</u>	<u>Company Experience</u>										
DOM _____	DOM _____										
DQA _____	DQA _____										
CI _____	CI _____										
<p>D. Does management provide sufficient oversight of carrier maintenance programs?</p>											
<p>E. Is there clear and effective communication between management, the workforce and functional areas?</p> <p><i>I.e. How are personnel informed of current issues, policy changes?</i></p>											
<p>F. Is quality equal to or on better footing than production?</p> <p><i>Aircraft maintenance is properly accomplished in spite of scheduling, potential loss of revenue due to mission cancellation/delay, and/or competitive image or other pressures.</i></p>											
<p>G. Is it clear that passenger and employee safety is paramount?</p> <p><i>Maintenance supervisors ensure all personnel understand that in spite of scheduling pressure, peer pressure, supervisory pressure, or other factors, all maintenance is performed safely and aircraft are airworthy prior to flight. Is there documented procedures in-place to ensure personnel are fit for duty? I.e. Proper rest cycles, overtime procedures, turn over procedures, Human Factors training</i></p>											

2. PERSONNEL	YES	NO	N/A
<p>A. Are there sufficient maintenance personnel to safely maintain company aircraft at primary facilities and en route locations?</p> <p><i>This includes personnel to supervise those not certificated.</i></p>			
<p>B. Does the new-hire process provide for:</p>			
<p>1. Sufficient background check?</p>			
<p>2. FAA verification of certificates to include company employees, contracted on-call agencies and *emergency on-call maintenance. This also includes employees that have been rehired/reinstated and temporary certificates.</p> <p><i>All certificates are verified through the FAA. FAA A&P website http://registry.faa.gov or write the FAA at Airman License Verification Office, P.O. box 25082, OK City, OK 73125, 405-954-3261. FAA can also be contacted via email at 9-amc-afs760-airmen@faa.gov or automated phone: 1-866-878-2498. Select "1" on the phone keypad to reach the examiner and verify certificate is valid. Carrier can use contracted agencies verification for contracted employees performing maintenance on the carrier's aircraft. Proof of verification is tracked and copies kept on file. *Emergency on-call maintenance: verification that the mechanic possesses a license at time of work.</i></p>			
<p>3. Drug and alcohol abuse testing?</p> <p><i>Carrier has an approved substance abuse program that strives to ensure freedom from illegal drugs and alcohol abuse. (Evaluator will be asking to see current MIS report verifying sample percentages) Ref: CFR Part 121/135 & 14 CFR 120.1 **If carrier operates where testing is not authorized, request policy for dealing with employees suspected of being unfit for duty.</i></p>			
<p>C. Do carrier maintenance personnel have sufficient experience to support carrier's maintenance requirements?</p> <p>Average experience level? Average time with carrier?</p>			
<p>D. Does the carrier experience a great deal of turnover?</p> <p>Turnover rate _____?</p>			
<p>E. Are the carrier's maintenance employees represented by a union?</p>			
<p>1. When is the contract up for renegotiation and are there any expected problems?</p>			
<p>2. What is the quality of the relationship between management and the union?</p>			

3. QUALITY ASSURANCE	YES	NO	N/A
<p>A. Does the carrier have a continuing analysis and surveillance program that allows for continuous oversight, analysis of the performance and effectiveness of maintenance activities and aircraft inspection programs?</p> <p><i>This question summarizes the information collected through the remaining questions in this section. (As req'd by FAR 121.373/135.431)</i></p>			
<p>1. Does the carrier have an internal quality audit program or other method capable of identifying in-house deficiencies and measuring the company's compliance with their stated policies and standards?</p> <p><i>All carriers have a formal, documented IAP that verifies compliance with all company policies and procedures and FAA regulations. Documentation refers to both program description/requirements and compliance. This program includes all functional areas within the maintenance department (e.g., quality assurance, records, manuals, maintenance control/scheduling, stores, training, inspection, and facilities, etc...) Program complexity is dependent on carrier size.</i></p>			
<p>a. A method to schedule and track required audits? **</p> <p><i>All audits are accomplished on a set frequency not to exceed 12 months unless supported by an advanced, robust risk-based analysis program. This risk-based analysis program could include but is not limited to the following examples: risk assessment charts, detailed historical data, decision tree/matrix, fleet health records, etc. Current information such as last audit date and next audit due date is available and used to ensure all audit schedule requirements are being met. Dependent on the complexity of the program, this can entail anything from a database or spreadsheet to a periodically scheduled review of each area's file.</i></p>			
<p>b. A process to track and follow-up discrepancies or concerns discovered during audits? **</p> <p><i>All audit discrepancies are documented, and concerns are reviewed by applicable management personnel and tracked until closed per company documented procedures. Follow up as required; verifying corrective action is taken to prevent recurrence.</i></p>			
<p>1. Audit results are analyzed in order to determine the root cause of discrepancies rather than the symptom? **</p>			
<p>2. Repeat discrepancies and negative trends are identified and addressed? **</p>			
<p>c. Complete and accurate files (electronic/hard copy) for each functional area that contain the following:**</p> <p>Last Audit Report and/or Checklist / Follow-up Documentation</p>			

QUALITY ASSURANCE CONT.	YES	NO	N/A
<p>2. Does the carrier have a system to evaluate contract vendors, suppliers, and their products; to include: **</p> <p><i>Ref: CFR Parts 121.367 & 135.413</i></p>			
<p>a. An approved vendors list?</p> <p><i>Carrier has a method, through the vendor audit program, to approve vendors for use by the carrier. Vendors are approved after successful accomplishment of an on-site or mail-out vendor audit checklist or a one-time approval checklist. The approved vendor list is regularly updated and provided to those who are responsible for purchasing spares and maintenance support.</i></p>			
<p>1. Who controls the list_____?</p>			
<p>2. Does receiving and purchasing use the list to verify parts are received from only approved contracted vendors/suppliers.</p> <p><i>Process could include a documented procedure for one-time approval</i></p>			
<p>b. An established method to determine audit type (on-site or mail-out) for each vendor? **</p> <p><i>A process in place to determine what type of audit each vendor will receive. The complexity of this process will vary with carrier size. The process may entail a program requiring vendors who overhaul safety of flight or major aircraft components (i.e. engines, landing gear, primary flight controls and emergency rafts and slides) to receive an on-site audit; while all others will receive another form of audit i.e. phone, mail-out audits etc. If risk-based, the process must have an established, robust means for measuring and assigning risk. (Bottom line, the DOD expectation is for carriers to continue to provide on-site oversight (carrier. CASE) of those maintenance providers conducting repair and overhaul of major aircraft components.)</i></p>			
<p>c. An adequate checklist for the performance of both on-site and mail-out audits? **</p> <p><i>Checklists contents will vary, but should contain requirements to ensure the vendor is certified to perform the work required, has an approved substance abuse program, and has the quality programs necessary to ensure good service and compliance with FAA and industry standards.</i></p>			
<p>d. Complete and accurate files (electronic/hard copy) for each approved vendor, that contain the following: **</p> <p>Last Audit Report and/or Checklist / Follow-up Documentation</p> <p>Vendor's Certificate indicating Capabilities/Limitations / Drug/Alcohol Ops Spec 449</p>			

QUALITY ASSURANCE CONT.	YES	NO	N/A
<p>e. A process to verify mechanics certifications at contracted vendors?</p> <p><i>Carriers' auditors can either verify the certifications themselves or have a process to ensure vendors verify certifications.</i></p>			
<p>f. An adequate method to schedule and track required audits? **</p> <p><i>All audits are accomplished on a set frequency. Current information such as last audit date and next audit due date is available and used to ensure audit schedule requirements are being met. Dependent on the complexity of the program, this can entail anything from a database or spreadsheet to a periodically scheduled review of each area's file.</i></p>			
<p>g. An adequate program to track and follow up discrepancies or concerns discovered during audits? **</p> <p><i>All audit discrepancies and concerns are reviewed by applicable management personnel and tracked until closed in a reasonable time frame. Follow up as required; verifying corrective action is taken to prevent recurrence.</i></p>			
<p>3. Is the carrier a sustaining member of Coordinating Agency for Supplier Evaluation (CASE)? If yes, complete the following items:</p> <p><i>CASE Members – The following checklist items are reproduced from the CASE Policy and Procedures (P&P) Manual, Air Carrier Evaluation Report. See the CASE P&P Manual for details on these items. A successful DOD audit fulfills the CASE periodic air carrier evaluation requirement.</i></p>			
<p>a. Is there a documented CASE auditor training program, and are training records maintained (CACS 9)?</p> <p>How many level III/IV auditor's _____?</p>			
<p>b. Do vendor audit forms cover applicable CASE standards?</p>			
<p>c. Is the CASE P&P manual current (electronic or hard copy)?</p>			
<p>d. Does each CASE Level III/IV auditor have access to CASE P&P manual?</p>			
<p>e. Do auditors have access to CFRs (web/electronic/hard copy)?</p>			
<p>f. Does the file for each vendor allocated by CASE have a current letter of expectation (CACS-7)?</p>			
<p>g. Has the carrier completed an annual self-audit, using an Air Carrier Evaluation Report (CACS-6) to verify continued compliance? (Refer P&P, 2-1-0, Pg1, Para B. 8, 12/15/2012)</p>			

QUALITY ASSURANCE CONT.	YES	NO	N/A
<p>4. Does the carrier have a program to perform mechanical performance monitoring?</p> <p><i>Mechanical performance monitoring can be as simple as a basic records review (FAR part135), CAS programs, or as complex as an FAA-approved reliability program with computerized performance tracking.</i></p>			
a. Does management get involved and use information from the mechanical performance monitoring program to improve aircraft reliability?			
b. Does program identify and determine cause of any recurring discrepancies or negative trends?			
B. Does the carrier have a formal tool/test equipment calibration program with: **			
<p>1. A method to track tool inventory and calibration status? **</p> <p><i>All equipment requiring calibration is calibrated on a set frequency. Current information, such as last calibration date and next calibration due date, is available and used to ensure all calibration requirements are being met. Dependent on the complexity of the program, this can entail anything from a computerized database or spreadsheet to a periodically scheduled and documented review of each piece of equipment's calibration documentation.</i></p>			
2. Files that contain certification forms for each tool that requires calibration? **			
3. A process to ensure carrier provided tools are kept calibrated and in good condition? **			
4. A means to ensure any employee-owned tools used on company aircraft are kept calibrated? **			

4. MAINTENANCE INSPECTION ACTIVITY	YES	NO	N/A																														
<p>A. Does the carrier maintain an adequate inspection program that ensures proper accomplishment of maintenance that can impact safety of flight?</p> <p>Who is responsible for quality oversight_____?</p>																																	
<p>B. Does the carrier have a required inspection item (RII) program or equivalent that provides: (example: second set of eyes program FAR part 135, 9 or less)</p>																																	
<p>1. A list of inspector qualified individuals as required by CFR, for both company and contract maintenance?</p> <p><i>Equivalent program- authorized personnel listing for 9 or less</i> <i>CFR Part 121 – Reference CFR 121.371(d)</i> <i>CFR Part 135 10 or More – Reference CFR 135.429(e)</i></p>																																	
<p>2. Well-qualified inspectors?</p> <p># Delegated _____ # Designated _____ # RII's _____ # IA's _____</p>																																	
<p>3. A well-defined list of maintenance tasks that require RII action and procedures to accomplish RII inspection?</p> <p><i>Task listing highly recommended for 9 or less</i> <i>CFR Part 121 – Reference CFR 121.369(b)(2)</i> <i>CFR Part 135 10 or More – Reference CFR 135.427(b)(2)</i></p>																																	
<p>4. A process ensuring only authorized personnel accomplishes RII actions? (or equivalent inspection)</p>																																	
<p>5. Documented initial and recurrent training for both inspectors and designees? **</p> <table border="1"> <thead> <tr> <th></th> <th>Initial</th> <th>Recurrent</th> <th>Frequency</th> <th>N/A</th> </tr> </thead> <tbody> <tr> <td>Full Time</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Designate/Delegated</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Inspection Authorization</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Receiving Inspectors</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>RII Inspectors</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><i>All inspectors including receiving inspectors are provided initial and recurrent training (to include RII equivalent program for 9 or less inspectors) (at a frequency established by the carrier) using an effective training course syllabus. All training is documented.</i></p>		Initial	Recurrent	Frequency	N/A	Full Time					Designate/Delegated					Inspection Authorization					Receiving Inspectors					RII Inspectors							
	Initial	Recurrent	Frequency	N/A																													
Full Time																																	
Designate/Delegated																																	
Inspection Authorization																																	
Receiving Inspectors																																	
RII Inspectors																																	
<p>6. Are all RII (or equivalent program) personnel authorized by letter with any limitations listed, and are the authorization letters maintained on file?</p> <p><i>CFR Part 121 – Reference CFR 121.371(d)</i> <i>CFR Part 135 10 or More – Reference CFR 135.429(e)</i></p>																																	
<p>C. Is there an effective inspector/mechanic stamp program?</p> <p><i>Procedures address: Stamp issue, tracking, disposal, relinquish, and loss.</i></p>																																	

5. MAINTENANCE TRAINING	YES	NO	N/A
<p>A. Does the carrier's training program provide well-qualified personnel to support carrier maintenance operations?</p> <p><i>This question summarizes the information collected through the remaining questions in this section.</i></p>			
<p>B. Does the carrier provide and conduct initial/recurrent training with a minimum of the following:</p> <p><i>Full and part-time personnel.</i></p>			
<p>1. Indoctrination? Method of instruction_____?</p> <p><i>Ensures thorough understanding of company manuals, policies, procedures, and forms?</i></p>			
<p>2. General aircraft systems? Method of instruction_____?</p> <p><i>Factory, classroom, or OJT training in aircraft familiarization, systems, or other requirements applicable to individual positions.</i></p>			
<p>3. Engine-run/taxi? (initial and recurrent) ** Method of instruction_____?</p> <p><i>Personnel qualified to operate aircraft engines and/or taxi aircraft receive both initial and recurrent training in equipment operation, limitations, and emergency procedures. Recurrent training program may be as simple as a check ride or as complex as a formal classroom refresher with simulator or on-aircraft check ride. Recurrent training frequency is established and accomplishment documented.</i></p>			
<p>4. De-icing? Method of instruction_____?</p> <p><i>If maintenance personnel perform aircraft de-icing, initial and recurrent (annual) training is provided.</i></p>			
<p>5. ETOPS? Method of instruction_____?</p> <p>(if applicable) (initial and recurrent to include awareness training for all personnel)</p> <p><i>Both initial and recurrent training on ETOPS maintenance requirements is performed and documented at a frequency established by the carrier. Reference: AC 120-42B.</i></p>			
<p>6. CAT II & III landing? Method of instruction_____?</p> <p>(if applicable) (initial and recurrent to include awareness training for all personnel)</p> <p><i>Reference AC 120-28A&D (28A covers I/II, 28D covers III). Initial and recurrent training on CAT II & III maintenance requirements are performed and documented.</i></p>			
<p>7. RVSM? ** Method of instruction_____?</p> <p>(if applicable) (initial and recurrent to include awareness training for all personnel)</p> <p><i>Initial and recurrent training on RVSM maintenance requirements are performed and documented. CFR Part 121/135 – Appendix G to FAR Part 91 AC91-85(f)</i></p>			

MAINTENANCE TRAINING CONT.	YES	NO	N/A
C. Does the carrier have sufficient training facilities and instructors?			
<p>D. Does the carrier employ a scheduling method that ensures all required initial and recurrent training is accomplished on-time? **</p> <p>How is it tracked: Manually / Automated / Combination</p> <p><i>Current information such as individual training requirements, training completion date, and recurrent training due date is available and used to ensure all training requirements are being met. Dependent on the complexity of the program, this can entail anything from a database or spreadsheet to a hand written list or chart maintained in each individual's training file.</i></p>			
<p>E. Does the carrier document all training, to include formal and on-the-job training? **</p> <p><i>Accomplishment of all training to include formal and informal on-the-job training is documented.</i></p>			
<p>1. Complete and accurate files kept contain the following: (if applicable) **</p> <p>Certificates / OJT Forms / Prior Training / Reviews & Waivers</p>			
2. Are special authorizations such as inspection and airworthiness release identified and documented?			
3. Are trainers fully qualified in the subject matter?			
<p>F. Is previous aviation experience/maintenance training evaluated and waived?</p> <p>Who conducts evaluation_____?</p> <p><i>This should entail at the minimum, a memo that addresses all prior training, its applicability to current assignment training requirements, and any waivers to those requirements.</i></p>			

6. MAINTENANCE CONTROL	YES	NO	N/A
<p>A. Does the carrier maintain a system that provides a means to control maintenance activities and track aircraft maintenance status?</p> <p><i>This system can be as simple as a dry erase status board or hand written status sheet for a small carrier, to a complex computerized maintenance status tracking and control program. However complex, it enables the carrier to track and control aircraft maintenance.</i></p>			
<p>B. Does the location and structure of the maintenance control department support good communication with the rest of the maintenance organization and flight operations?</p> <p>Hours of operation?</p>			
<p>C. Are only company-approved contract maintenance facilities and/or on-call maintenance contractors used?</p> <p><i>All contract maintenance organizations are approved through the carrier's vendor approval process, and any lists used to contact the vendors are controlled to ensure currency and accuracy.</i></p>			
<p>D. Does the carrier have documented procedures for the approval of ferry flights, and does it provide a list of those authorized to approve?</p> <p><i>Carriers with special ferry flight authorization – Procedures should contain detailed instructions for ferry flight approval and a list of those individuals authorized to approve ferry flights.</i></p>			
<p>E. Is the carrier able to readily identify aircraft with special capabilities; i.e. ETOPS, RVSM, CAT II/III?</p>			
<p>1. Are procedures in place to ensure the downgrade of an aircraft with special capabilities when required?</p>			
<p>F. Does the carrier have adequate programs to manage and control deferred maintenance?</p> <p><i>A process is used to track to closure: status, parts, equipment, manpower requirements, and expiration date of all deferred maintenance?</i></p>			

MAINTENANCE CONTROL CONT.	YES	NO	N/A
<p>1. Does the carrier promote good MEL practices, and are procedures adequate to support the program?</p> <p><i>Carriers with approved MEL programs – MEL practices and procedures ensure correct deferral and adherence to all procedures.</i></p>			
<p>2. Does the carrier's MEL/deferred maintenance rate reflect a drive to keep open maintenance items to a minimum?</p> <p>MEL Rate _____?</p> <p>(Avg MEL/Aircraft/Day)?</p> <p><i>Carriers with approved MEL programs – This rate should be continuously monitored for adverse trends.</i></p>			
<p>G. Does the daily utilization rate of the aircraft provide sufficient time to troubleshoot problems and effect repairs?</p>			
<p>H. Are short term planning requirements tracked to closure? (temp fix, daily checks, unscheduled maintenance)</p> <p>Who accomplishes short term planning?</p>			
MAINTENANCE PLANNING	YES	NO	N/A
<p>A. Does the carrier have programs that adequately plan for all maintenance requirements?</p>			
<p>1. Is there a process to track and schedule replacement of all life-limited components?</p>			
<p>2. Is there a process to track and schedule all recurrent maintenance requirements (ADs, SBs, etc...)?</p>			
<p>3. Is there a process to plan both short and long-term scheduled maintenance requirements?</p>			
<p>4. There are adequate short-term escalation procedures, if carrier is short-term escalation authorized.</p>			

7. AIRCRAFT MAINTENANCE PROGRAM	YES	NO	N/A
A. What type of maintenance program does the carrier use to maintain its aircraft? CAMP / 100/Annual / Manufacturer / Progressive / AAIP / Other			
B. Carrier has programs to inspect for aging and corrosion prevention (CPCP)?			
C. Is there a process for inclusion of new requirements into the maintenance program?			
D. Does the carrier use a contractor to accomplish routine maintenance?			
1. At what levels? A,B,C,D Checks / Line Checks / Heavy / Engine / Routine			
2. Are the contractors monitored under the vendor audit program? <i>All contract maintenance organizations are approved and monitored through the carrier's vendor approval and audit process.</i>			
3. Does the company provide representatives during heavy maintenance checks? <i>To ensure quality of work performed, the carrier is expected to have either a representative on-site to monitor contract heavy maintenance or a process in place that provides periodic oversight of the maintenance and a comprehensive acceptance inspection.</i>			
E. Does the carrier have adequate engineering support? Own Engineer / Manufacture / DER (own) / DER (contract)			
F. Are airworthiness directives and service bulletins reviewed, scheduled, and accomplished in a timely manner?			
1. Who determines applicability?			
2. How are they tracked?			

AIRCRAFT MAINTENANCE PROGRAM CONT.	YES	NO	N/A
<p>G. Does the carrier use fleet campaigns to accomplish inspections or effect repairs identified as causing reliability or operational problems?</p> <p><i>This program should ensure all the required coordination between maintenance departments, inspections, and repairs are accomplished.</i></p>			
<p>H. Does the carrier have an engine-condition monitoring program?</p> <p><i>Single engine IFR authorized must have program (135.421c)</i></p>			
<p>1. Is engine-condition data routinely and accurately collected to support the analysis program?</p> <p>Computerized / Manual Plotting</p>			
<p>2. Is engine-condition monitoring data used to prevent failures and improve reliability?</p>			
<p>3. Are program administrators trained in the operation of monitoring program?</p>			

8. MAINTENANCE RECORDS	YES	NO	N/A
A. Does the carrier have records management procedures that ensure the following:			
1. All records are complete, orderly, and accurate?			
<i>A process is in place to verify records quality.</i>			
a. All inspections, airworthiness release, maintenance release, AD's etc., are completed as scheduled and signed by approved personnel?			
b. Quality audit checks are performed?			
Who conducts the audit_____?			
2. All records are secure?			
<i>Location provides limited access.</i>			

9. AIRCRAFT APPEARANCE	YES	NO	N/A
A. Are aircraft exteriors, including all visible surfaces and components, clean and well maintained?			
B. Are required safety equipment and systems available and operable?			
C. Are aircraft interiors clean and orderly?			
D. Was maintenance observed accomplished safely and accurately?			

COMPLETED RAMP INSPECTIONS
In-Service Aircraft (use AMC form 234)

Aircraft Reg. #	Date/Time	Aircraft Type	Comments

10. FUELS	YES	NO	N/A
<p>A. Does the carrier have a formal program to conduct quality assurance checks of their own fuel farms and fuel servicing equipment? **</p> <p><i>A formal program that provides written procedures for quality assurance checks of all company-owned/operated fuel farms and servicing equipment using applicable standards. Checks are scheduled and performed at an established frequency and accomplishment is documented.</i></p>			
<p>B. If fuel servicing is contracted, does the carrier have a formal, verifiable program to ensure all fuel received is contaminant-free? **</p> <p><i>If the carrier does this through a fuel vendor audit program to monitor the quality of fuel provided by regularly used vendors, does the carrier have the following:</i></p>			
<p>1. A method to schedule and track required audits? **</p> <p><i>All audits are accomplished on a set frequency. Current information such as last audit date and next audit due date is available and used to ensure all audit schedule requirements are being met. Dependent on the complexity of the program, this can entail anything from a computerized database or spreadsheet to a documented periodic review of each area's file.</i></p>			
<p>2. A program to track, follow-up, and close discrepancies or concerns discovered during audits? **</p> <p><i>All audit discrepancies and concerns are documented and reviewed by applicable management personnel and tracked until closed. Follow up as required verifying corrective action is taken to prevent recurrence</i></p>			
<p>a. Are repeat discrepancies addressed?</p>			
<p>3. Complete and accurate files (electronic/hard copy) that contain the following: **</p> <p>Last Audit Checklist and/or Report / Follow-up Documentation</p>			
<p>C. If the carrier utilizes another method, such as DOD approved vendors, other Part 121 carriers audit results, IFQP, or monitors approval via the Defense Fuels Website: https://cis.energy.dla.mil/energy_cis/ is it documented and comprehensive enough to provide sufficient oversight?</p>			
<p>D. Carrier has a program to ensure fuel quality at non-routine locations and results are documented? **</p>			

11. MAINTENANCE MANUALS	YES	NO	N/A
A. Does the carrier have an adequate company manual program that ensures:			
1. Detailed, standardized guidance for the accomplishment of aircraft maintenance, inspection programs and operation of the maintenance organization?			
2. Detailed management policies, lines of authority, and responsibilities for key maintenance personnel? ** <i>This information is detailed in either the general maintenance manual or maintenance section of the operations manual, as applicable.</i>			
3. A revision control process that ensures revisions are accomplished with follow-up actions as required? ** <i>A process is established that ensures revisions are provided to manual holders and those responsible for revision of company and aircraft maintenance manuals in a timely manner and also tracks revision accomplishment. Normally, this will be accomplished through a revision return-receipt and tracking system. Program complexity is dependent on carrier size and can entail anything from a computerized database or spreadsheet to a periodically reviewed, hand-written list.</i>			
B. Does the carrier have an adequate technical manual program that ensures:			
1. Manuals available for use are the most current? Currency is verified periodically** <i>This process includes recurring interface with manufacturers to verify currency of manufacturer maintenance and component maintenance manuals. This process must be documented. Note: Simply having a subscription service does not constitute verification.</i>			
2. Technical manuals are available to all who require access? <i>Hard copies, electronic, and/or disc are all available.</i>			
C. Are all manuals maintained in good condition? <i>For electronic manuals, microfilms, or tapes, display equipment must be available and operational.</i>			
D. Are all company and technical manuals adhered to by maintenance personnel?			
E. Is the information printed from electronic means properly controlled to prevent use of non-current data? **			

12. MAINTENANCE FACILITIES	YES	NO	N/A
A. Does the carrier have sufficient hangar and/or shop facilities to support maintenance operations?			
B. Does the carrier maintain their maintenance facilities in a neat, orderly, and safe fashion?			
1. Are sufficient fire extinguishers provided, and are they in serviceable condition?			
2. Are flammables properly stored?			
3. Are sufficient serviceable eye wash stations provided?			
STORES	YES	NO	N/A
C. Does the carrier have an adequate stores/supply program that provides:			
1. Parts properly tagged and environmentally protected? ** <i>All parts are identified (tagged or stamped.) Parts are stored in an area reasonably free from environmental contaminants and wrapped or boxed in a manner that precludes damage or contamination. All open ends of fabricated and bulk lines and hoses are capped or covered.</i>			
2. Detailed receiving inspection procedures to ensure only approved/serviceable rotatable and consumable parts are stocked for issue? <i>All parts received are inspected through a process that verifies the item has been provided by an approved vendor, serviceability, the proper part has been received, and all required certification documentation is provided and properly accomplished. Program complexity is dependent on carrier size. Note: Will verify inspectors use the approved vendor list during receiving inspection.</i>			
3. Traceability of all parts? (Includes all raw stock; sheet metal, hardware, etc.) ** <i>Stocked aircraft parts have documentation that certifies the item has been manufactured/repaired/overhauled to approved standards and when applicable, returned to service by an approved organization.</i>			

STORES CONT.	YES	NO	N/A
<p>4. An inspection program that ensures no expired shelf-life items are available for use? **</p> <p><i>All items, to include aircraft components, are closely monitored through periodic inspections of all shelf-life limited components and consumables to preclude issuance of expired supplies.</i></p>			
<p>5. Aircraft seals (O-rings) are stocked/issued according to aircraft and equipment manufacturer requirements?</p> <p><i>Note: Carrier must have documented OEM approval to exceed shelf life controls.</i></p>			
<p>6. Segregation of unserviceable/repairable parts from serviceable parts?</p> <p><i>Parts are stored in a manner that prevents mixing of serviceable and unserviceable items. This may be as simple as identifying and marking shelves/cabinets/rooms for serviceable or unserviceable items.</i></p>			
<p>7. Segregation of aircraft and non-aircraft parts?</p> <p><i>Aircraft parts and supplies are kept physically segregated from other supplies such as those for automotive or support equipment use.</i></p>			
<p>8. A parts/material scrap program that renders all items unusable prior to disposal?</p> <p><i>A process to ensure disposition of scrap components in a manner preventing further use as serviceable parts or materials.</i></p>			
<p>9. Proper storage of flammables (stores)?</p>			
<p>D. Is carrier authorized to package/handle/ship hazardous material?</p> <p><i>If yes (Will Carry) – A documented process is established that properly trains personnel to package/handle/ship hazardous material.</i></p> <p><i>Ref: 121.1001 & 1003, 135.501 & 503</i></p>			